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RED CARPET SERVICE SURVEY

BEFORE VERSUS AFTER PROGRAM COMPARISON

November, 1988

February, 1989

Conducted by CTA Market Analysis and Research

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STUDY PURPOSE

The Chicago Transit Authority's Red Carpet Service program was conceived with the overall objective to:

> "Foster the notion among our employees that quality service depends as much upon the manner in which the service is rendered as it does on the service itself. One focus of the program will be on the little things that often make a big difference - eye contact, politeness, friendliness, helpfulness, the unsolicited 'Good Morning' to a boarding passenger. The program represents an honest effort to demonstrate to our riding public that we care."

Three bus routes and one rail line were selected to test this new program. Drivers, conductors, and motormen on these routes were given special training during November and December, 1988 in the Red Carpet concept. Additional supervision was placed on the Red Carpet routes during the trial period, which ran from December, 1988 through the end of March, 1989.

As part of the Red Carpet evaluation, the Market Analysis/Research unit was asked to conduct a consumer satisfaction survey of people riding Red Carpet routes.

STUDY DESIGN

Riders were surveyed on the four Red Carpet routes on November 15 - 17, before the program went into effect. Riders on these same routes were surveyed again on February 7 - 10 and February 15, after the program had been in effect for six weeks. In addition, riders were surveyed on four routes not in the program, but which were comparable to the program routes. The routes were:

Program Route	Non-Program Route
63 - 63rd	79 - 79th
66 - Chicago	70 - Division
155 - Devon	84 - Peterson
Ravenswood	O'Hare

The non-program routes were chosen to be similar in length, service level, and rider characteristics to the matched program route, with the additional constraint that the paired routes would operate out of different garages (or terminals) if possible, thereby minimizing the chance that operating personnel on non-program routes received Red Carpet training.

To maximize comparability between the pairs, the 84 - Peterson route was surveyed between the Bryn Mawr El stop and Peterson/Kimball, and the O'Hare line was surveyed between Jefferson Park and Congress/LaSalle.

The before and after surveys were worded identically; bus and rail surveys differed only in one point on question 5. Each route was also given a separate survey title to help focus the respondent's attention on

the route being studied. The survey, shown in attachment 1, could be returned directly to the field worker, or mailed back.

Normally, such a program would be tried for three to six months before evaluation; since a decision had to be made by the end of March on whether to continue Red Carpet training, the program was given a six-week trial period. This short time period reduced the chance that people would notice the differences in service. Thus, while positive results will be encouraging, the absence of positive results may simply mean that the trial period needs to be longer.

SAMPLE SELECTION AND FIELDWORK ADMINISTRATION

The sample frame was 3-hour portions of driver runs, with the earliest possible start time being 6:00 a.m., and the latest possible start time being 7:00 p.m. Starting trips were randomly selected from the Supervisor's Guide. Hence, peak-hour service was more likely to be selected than off-peak service, since trips are more frequent during the peak hours.

Field workers distributed surveys on the selected trips on the eight routes, and collected surveys from as many respondents as possible. During both field work periods, the weather was generally cold and dry one day, cold and wet one day, and mild one day. No service disruptions were noted that might have affected either the number or nature of responses.

For the before field work, workers were asked to change buses shortly before the end of the line, in order to avoid laying over with the bus they were on and losing productive time. This method increased the difficulty of finding workers in the field, and was abandoned for the after field work.

Field workers were given 100 surveys per shift for the before survey. Since many workers reported that they distributed all these surveys before the end of their shift, workers were given 200 surveys per shift for the after survey.

A total of 2,329 useable surveys were received for the before survey. The after survey had 3,244 useable responses. The number of surveys received for each route is given in attachment 2.

FINDINGS

Satisfaction on Test Routes

The key survey questions were numbers 5 and 6. Question 5 asked for rider satisfaction with particular components of CTA service -- driver courtesy, vehicle condition, and so on. Question 6 asked for overall satisfaction with the route the passenger was on at the time of the survey.

The Ravenswood route showed a distinct, statistically significant improvement overall in rider satisfaction (see attachment 3). Before the program started, riders on average thought the service rated 2.46 on a 1 to 5 scale. (1 was most satisfied, while 5 was least satisfied.) After the program went into effect, the riders' average rating improved to 2.23.

Some of the improvement in perceptions of the Ravenswood service may have been due to changes in the Evanston Express service, in addition to the Red Carpet service. The Evanston Express began stopping at Belmont, Fullerton, and Chicago shortly before the after survey field work started. These stops were added to help relieve crowding on the Ravenswood.

A subsequent study of ridership patterns showed low to moderate levels of Evanston Express use at the new stops. Of the 91 respondents to the study at Belmont and Fullerton, three percent said they were boarding the Express. An additional five percent said they would board the Express if it came before other trains. (See Attachment 4.) More details on the ridership patterns study can be found in a separate report, "Effects of Evanston Express Changes".

In general, individual measures of satisfaction from question 5 showed no consistent pattern of change from the before to the after survey. The Ravenswood showed detectable improvement in three categories: conductors announcing stops, getting to the rider's destination quickly, and showing the right destination signs.

For the six bus routes (three program and three non-program), significantly different results did not emerge between the before and after surveys. The fact that positive results were found on the Ravenswood suggests that a longer trial period was desirable.

To check for the possibility that something happened to overall CTA service to keep satisfaction from increasing on the Red Carpet routes, the program and non-program routes were compared. In both the before and after surveys, the 63 - 63rd route rated better than the 79 - 79th route, and the 155 - Devon route rated better than the 84 - Peterson route. The 66 - Chicago route was not significantly better or worse than the 70 - Division route, nor was the Ravenswood significantly different from the O'Hare line.

The individual measures of satisfaction correlated to some extent with each other -- that is, if someone rated vehicle comfort highly (towards the most satisfied end of the scale), they were more likely to rate, say, driver/ conductor helpfulness highly as well. These individual measures also correlated with overall route satisfaction.

Demographic Effects

Between 50% and 60% of Red Carpet respondents were female. The respondents' average age was about 36, and average household income was about $21,000 to $22,000 for a household of about 3.5 people. Over 60% of respondents had an automobile in their household. Between 45% and 50% of respondents were white; about 35% were black; 18% identified themselves in some other racial category.

On a route-by-route basis, demographic characteristics -- age, sex, income, race, vehicle availability, riding frequency and the like -- did not affect satisfaction with service. Although the demographic characteristics on individual routes were very heavily skewed, riders tended to have similar perceptions of service, regardless of their individual age, sex, race, and so on.

Relative Satisfaction Rankings

In addition to comparisons of rider satisfaction between routes and between the before and after time periods, the Red Carpet surveys allowed comparisons between satisfaction measures -- e.g., was vehicle cleanliness consistently rated higher or lower than driver/conductor courtesy?

Attachment 5 gives the relative rankings of the eleven specific satisfaction measures broken down by bus and rail, but combining the before and after surveys. These figures indicate how riders ranked these satisfaction measures; the Red Carpet survey did not ask riders to attach relative importance to them.

The "Group" letters in Attachment 5 indicate which measures were statistically the same. For example, the difference in ranking between "Operate Safely" (average score 2.33) and "Pull Bus to Curb" (average score 2.38) is not statistically significant, so they were both put in group B.

(Pulling the bus to the curb has no clear parallel in rail operation, so rail riders were not asked that question. Operating quickly was asked only of rail riders; there was concern that bus riders might confuse quick operation with reckless driving and confound the responses.)

In general, the bus riders ranked destination sign display best, with a score of 2.16, followed by a group of operating safely, pulling to the curb, driver courtesy, and driver helpfulness. Keeping to schedules, temperature comfort, and vehicle repair were grouped next, followed by announcing stops, vehicle security, and cleanliness in a group, with scores in the range of 3.18 to 3.27.

For the rail analysis, destination signs again came out best, scoring 2.04, followed by a group of four: operating safely, announcing stops, conductor courtesy, and conductor helpfulness. Operating quickly, vehicle repair, keeping to schedule, and temperature comfort were in the next group, while the last groups were vehicle cleanliness and security, with scores of 3.01 and 3.19 respectively.

There is considerable consistency in the rankings between bus and rail, except for satisfaction with announcing stops, which rail riders ranked much higher than bus riders. Overall, destination signs, operating safely, and driver/conductor courtesy ranked well, while vehicle cleanliness and security ranked poorly.

More detailed analysis for before and after surveys, by program versus non-program routes, and by individual routes showed results similar to those given in Attachment 5.

A spring, 1988 telephone survey of travelers (both CTA riders and non-riders) in CTA's service area found similar perceptions. Respondents to that survey also ranked cleanliness and safety from crime lowest among various measures of service delivery. Attachment 6 summarizes the rankings from that survey.

Comments

60% of respondents commented on their CTA service. Comments from the before and after surveys were similar -- the breakdown of comments is shown in Attachment 7.

The most common group of comments pertained to schedule adherence, followed by requests for more service, security concerns, and vehicle cleanliness, in that order. Schedule Adherence comments were made by 12.6% of respondents to the before survey and by 17.8% of the respondents to the after survey.

A modest number of compliments were also offered. 3.4% of the before survey respondents and by 4.3% of the after survey respondents complimented CTA service.

CONCLUSION

The Red Carpet program succeeded in changing rider perceptions of service on the Ravenswood line. Changes in rider perception were not noticed on the bus routes in the Red Carpet program; this may be due to the short time between program implementation and the after survey.

Rider satisfaction with a particular route or rail line was independent of demographic characteristics -- race, sex, age, income, or household size, and was also independent of frequency of riding or trip purpose.

Finally, the survey found evidence of a clear distinction in rider likes and dislikes with respect to service delivery. Operating safely, driver/conductor courtesy, and correctness of destination signs all received relatively high marks from riders, while vehicle cleanliness and personal security received relatively poor marks.

#63 63RD
BUS RIDER SURVEY

Help us make sure that the CTA's service is meeting your needs. Just answer the questions below and return your survey — by mail to CTA (no stamp required), or directly to the surveyor.

1. How many times did you get on this BUS last week?

Please circle one number:

1 or less 2 3 4 5 6 7 8 9 10 11 12+

2. What is the main reason you are riding this bus now?

(Please check only one.)

1. ☐ To or from work
2. ☐ To or from shopping
3. ☐ To or from school
4. ☐ To or from some other place_____

3. How would you rate CTA bus service overall?

1. ☐ Very good
2. ☐ Good
3. ☐ Fair
4. ☐ Poor
5. ☐ Very poor

4. How long have you been using THIS BUS ROUTE?

1. ☐ Less than a month
2. ☐ Between 1 month and 1 year
3. ☐ Between 1 year and 5 years
4. ☐ 5 years or more

358.33 (rev 11/88) Strategic Planning

Attachment 1

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- 6 -

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 11103, CHICAGO, ILLINOIS

POSTAGE WILL BE PAID BY —

CHICAGO TRANSIT AUTHORITY
Mr. Evan Fowler
Special Project Liaison
Merchandise Mart, Box 3555
Chicago, Illinois 60654

NO POSTAGE STAMP NECESSARY IF MAILED IN THE UNITED STATES

5. Now, please check the response that best describes how much you agree with each statement about service ON THIS BUS ROUTE.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a. Drivers on this route are courteous.	☐	☐	☐	☐	☐
b. Buses come on a regular schedule.	☐	☐	☐	☐	☐
c. The buses are clean.	☐	☐	☐	☐	☐
d. The drivers are helpful.	☐	☐	☐	☐	☐
e. The buses are in good repair.	☐	☐	☐	☐	☐
f. The bus drivers are safe drivers.	☐	☐	☐	☐	☐
g. Drivers announce the stops.	☐	☐	☐	☐	☐
h. The temperature and ventilation are comfortable.	☐	☐	☐	☐	☐
i. The destination signs show the right route.	☐	☐	☐	☐	☐
j. Drivers pull the bus close to the curb at stops.	☐	☐	☐	☐	☐
k. I am safe from crime while riding on this bus route.	☐	☐	☐	☐	☐

6. How would you rate overall service on THIS BUS ROUTE?

1. ☐ Very good
2. ☐ Good
3. ☐ Fair
4. ☐ Poor
5. ☐ Very poor

7. In your opinion, what could be done to improve the quality of this bus ride or service?

_____

_____

_____

_____

_____

Thanks for your help. We'd like to know a few things about you, so we can be sure our survey represents all groups of riders.

8. Are you 1 ☐ Male 2 ☐ Female

9. What is your home ZIP code? _____

10. Is your age

1. ☐ 12 - 17
2. ☐ 18 - 24
3. ☐ 25 - 34
4. ☐ 35 - 44
5. ☐ 45 - 64
6. ☐ 65 or over

11. Are you

1. ☐ Hispanic
2. ☐ Asian
3. ☐ Black
4. ☐ White
5. ☐ American Indian
6. ☐ Other (specify)_____

12. How many people live in your household?

Please circle one number:

1 2 3 4 5 6 7 8 9 or more

13. How many vehicles (car, van, or other) are available to you and members of your household?

Please circle one number:

0 1 2 3 4 5 6 7 8 9 or more

14. What was your combined household income last year? (1987)

1. ☐ Under $10,000
2. ☐ $10,001 - $20,000
3. ☐ $20,001 - $30,000
4. ☐ $30,001 - $40,000
5. ☐ $40,001 - $50,000
6. ☐ Over $50,000

O'HARE TRAIN RIDER SURVEY

Help us make sure that the CTA's service is meeting your needs. Just answer the questions below and return your survey — by mail to CTA (no stamp required), or directly to the surveyor.

1. How many times did you get on this TRAIN last week?

Please circle one number:

1 or less 2 3 4 5 6 7 8 9 10 11 12+

2. What is the main reason you are riding this train now?

(Please check only one.)

1. ☐ To or from work
2. ☐ To or from shopping
3. ☐ To or from school
4. ☐ To or from some other place_____

3. How would you rate CTA train service overall?

1. ☐ Very good
2. ☐ Good
3. ☐ Fair
4. ☐ Poor
5. ☐ Very Poor

4. How long have you been using THIS TRAIN ROUTE?

1. ☐ Less than a month
2. ☐ Between 1 month and 1 year
3. ☐ Between 1 year and 5 years
4. ☐ 5 years or more

358.34 (rev. 11/88) Strategic Planning

NO POSTAGE STAMP NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 11103, CHICAGO, ILLINOIS

POSTAGE WILL BE PAID BY —

CHICAGO TRANSIT AUTHORITY
Mr. Evan Fowler
Special Project Liaison
Merchandise Mart, Box 3555
Chicago, Illinois 60654

staple or tape here

5. Now, please check the response that best describes how much you agree with each statement about service ON THIS TRAIN ROUTE.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a. Conductors on this route are courteous.	☐	☐	☐	☐	☐
b. Trains come on a regular schedule.	☐	☐	☐	☐	☐
c. The trains are clean.	☐	☐	☐	☐	☐
d. The conductors are helpful.	☐	☐	☐	☐	☐
e. The trains are in good repair.	☐	☐	☐	☐	☐
f. The motormen operate safely.	☐	☐	☐	☐	☐
g. I get to my destination quickly.	☐	☐	☐	☐	☐
h. The temperature and ventilation are comfortable.	☐	☐	☐	☐	☐
i. The destination signs show the right route.	☐	☐	☐	☐	☐
j. Conductors announce the stops.	☐	☐	☐	☐	☐
k. I am safe from crime while riding this train or waiting on the platform.	☐	☐	☐	☐	☐

6. How would you rate overall service on THIS TRAIN ROUTE?

1. ☐ Very good
2. ☐ Good
3. ☐ Fair
4. ☐ Poor
5. ☐ Very poor

7. In your opinion, what could be done to improve the quality of this train ride or service?

_____

_____

_____

_____

Thanks for your help. We'd like to know a few things about you, so we can be sure our survey represents all groups of riders.

8. Are you 1 ☐ Male 2 ☐ Female

9. What is your home ZIP code? _____

10. Is your age

1. ☐ 12 - 17
2. ☐ 18 - 24
3. ☐ 25 - 34
4. ☐ 35 - 44
5. ☐ 45 - 64
6. ☐ 65 or over

11. Are you

1. ☐ Hispanic
2. ☐ Asian
3. ☐ Black
4. ☐ White
5. ☐ American Indian
6. ☐ Other (specify)_____

12. How many people live in your household?

Please circle one number:

1 2 3 4 5 6 7 8 9 or more

13. How many vehicles (car, van, or other) are available to you and members of your household?

Please circle one number:

0 1 2 3 4 5 6 7 8 9 or more

14. What was your combined household income last year? (1987)

1. ☐ Under $10,000
2. ☐ $10,001 - $20,000
3. ☐ $20,001 - $30,000
4. ☐ $30,001 - $40,000
5. ☐ $40,001 - $50,000
6. ☐ Over $50,000

#63 63RD BUS RIDER SURVEY № 10280

#79 79TH BUS RIDER SURVEY № 40999

#66 CHICAGO BUS RIDER SURVEY № 21367

#70 DIVISION BUS RIDER SURVEY № 51500

#155 DEVON BUS RIDER SURVEY № 31286

#84 PETERSON BUS RIDER SURVEY № 61499

RAVENSWOOD TRAIN RIDER SURVEY № 70938

O'HARE TRAIN RIDER SURVEY № 93756

Help us make sure that the CTA's service is meeting your needs. Just answer the questions below and return your survey — by mail to CTA (no stamp required), or directly to the surveyor.

1. **How many times did you get on this TRAIN last week?**

   Please circle one number:

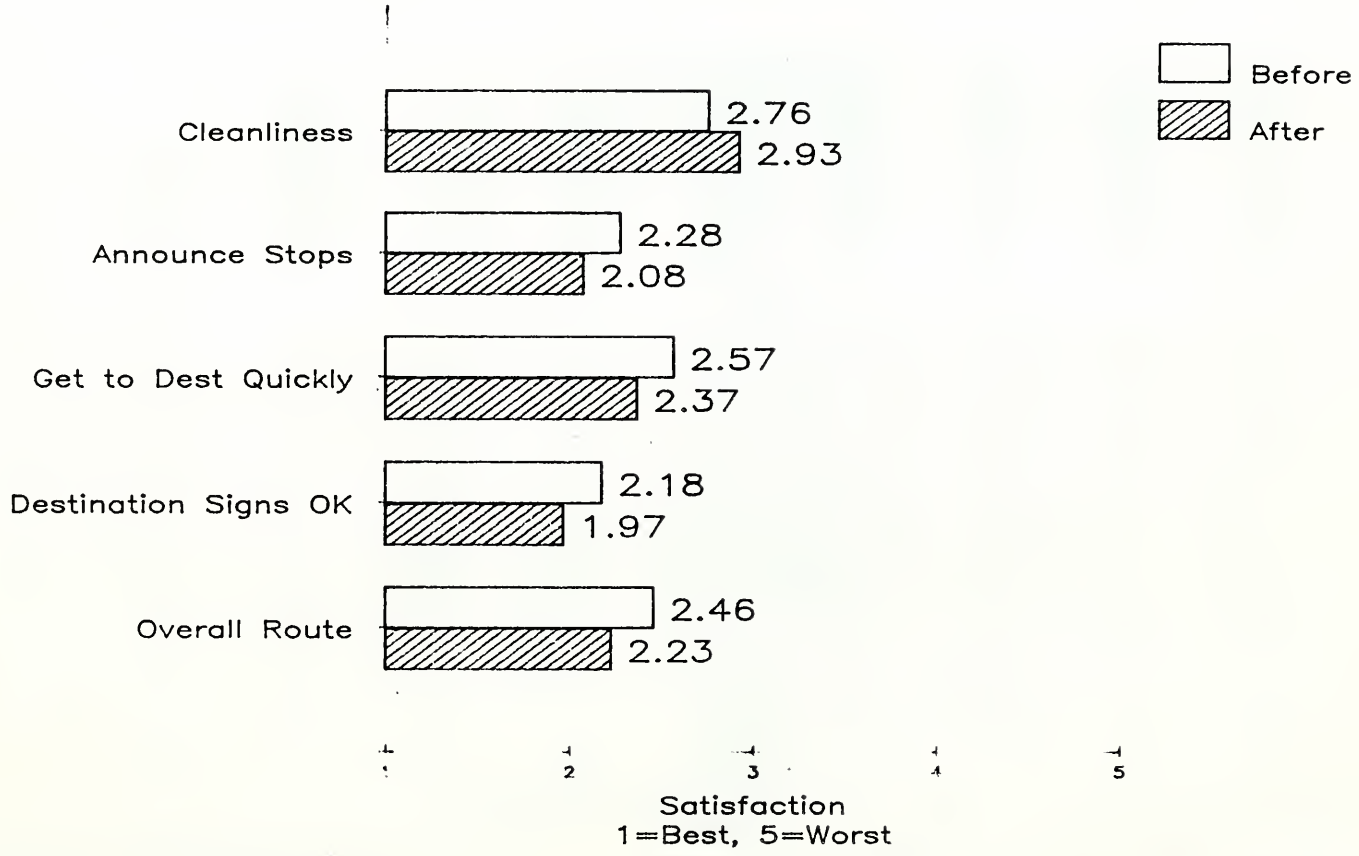
   1 or less 2 3 4 5 6 7 8 9 10 11 12+

2. What is the main reason you are riding this [illegible]

ATTACHMENT 2
RED CARPET BEFORE AND AFTER SURVEY RETURNS BY ROUTE

	BEFORE OR AFTER WAVE		
	BEFORE	AFTER	COMBINED
ROUTE RESPONDENT WAS RIDING	RETURNS	RETURNS	RETURNS
63 63RD	317	407	724
66 CHICAGO	187	420	607
155 DEVON	296	242	538
79 79TH	263	378	641
70 DIVISION	287	362	649
84 PETERSON	343	371	714
RAVENSWOOD	295	595	890
O'HARE	341	469	810
ALL ROUTES COMBINED	2329	3244	5573

Attachment 3
Ravenswood Satisfaction Measures



RCATT3

ATTACHMENT 4
APRIL 1989 CROSS-PLATFORM STUDY
RIDERS BOARDING AT BELMONT AND FULLERTON
LINE BOARDED

		STATION AT WHICH BOARDED	
		BELMONT	FULLERTON
LINE BOARDED FIRST			
NORTH/SOUTH	OBSERVED BOARDINGS	66	37
	PERCENT OF BOARDINGS	73	77
RAVENSWOOD	OBSERVED BOARDINGS	17	10
	PERCENT OF BOARDINGS	19	21
EVAN OR RAV	OBSERVED BOARDINGS	4	1
	PERCENT OF BOARDINGS	4	2
EVANSTON	OBSERVED BOARDINGS	3	.
	PERCENT OF BOARDINGS	3	.
N/S OR EVAN	OBSERVED BOARDINGS	1	.
	PERCENT OF BOARDINGS	1	.
ALL	OBSERVED BOARDINGS	91	48

Attachment 5
Red Carpet Survey
Before and After Data Combined
Ranking of Rider Satisfaction Scores

BUS			RAIL		
Measure	Group	Average Score	Measure	Group	Average Score
Destination Signs OK	A	2.16	Destination Signs OK	A	2.04
Operate Safely	B	2.33	Operate Safely	B	2.17
Pull Bus to Curb	B,C	2.38	Conductors Courteous	B	2.19
Drivers Courteous	C,D	2.42	Announcing Stops	B	2.21
Drivers Helpful	D	2.47	Conductors Helpful	B	2.23
Comfortable Temperature	E	2.83	Operate Quickly	C	2.45
Keep to Regular Schedule	F	2.90	Vehicles in Repair	D	2.59
Vehicles in Repair	F	2.93	Keep to Regular Schedule	D,E	2.63
Announcing Stops	G	3.18	Comfortable Temperature	E	2.68
Security	G	3.20	Cleanliness	F	3.01
Cleanliness	H	3.27	Security	G	3.19

ATTACHMENT 6

CBD Traveller Survey
Mode Attribute Ratings

	CTA Bus	CTA El	Auto
Getting to your Destination Quickly & On Time	5.87	6.89	8.45
Inexpensive To Use	6.19	6.36	6.67
Easy to Set your Own Schedule	5.70	6.33	8.93
Comfortable and Clean	4.96	5.10	9.20
Safe from Crime	4.52	4.93	8.60
Transportation I Know How to Use	7.93	7.68	9.06
Cost & Availability of Auto Parking at Respondent's Destination	8.00	8.00	7.00

NOTE: Scale is from Zero (Poor) to Ten (Excellent)

RTPA-4

Attachment 7
Red Carpet Survey
Before vs. After Data
Percent of Respondents Making Comments

Category	Percent Who Commented Before	After
Compliment	3.4%	4.3%
More Service	12.5	11.9
Personal Security	11.4	11.3
Vehicle Cleanliness	8.6	8.7
Heating/ Air Conditioning	5.1	8.1
Schedule Adherence	12.6	17.8
Other Comments	27.8	23.9
Overall Respondents Making Comments	59.2%	60.3%

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

TIMES BOARDED LAST WEEK

NUMRIDE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	151	.	.	.
1 OR LESS	187	8.6	187	8.6
2	144	6.6	331	15.2
3	71	3.3	402	18.5
4	141	6.5	543	24.9
5	249	11.4	792	36.4
6	163	7.5	955	43.8
7	86	3.9	1041	47.8
8	123	5.6	1164	53.4
10	501	23.0	1665	76.4
11	42	1.9	1707	78.4
12 OR MORE	471	21.6	2178	100.0

CURRENT TRIP PURPOSE

TRIPPURP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	210	.	.	.
WORK	1224	57.8	1224	57.8
SHOPPING	180	8.5	1404	66.3
SCHOOL	390	18.4	1794	84.7
OTHER	325	15.3	2119	100.0

OVERALL SATISFACTION WITH CTA

TOTSATIS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	82	.	.	.
VERY GOOD	224	10.0	224	10.0
GOOD	752	33.5	976	43.4
FAIR	883	39.3	1859	82.7
POOR	258	11.5	2117	94.2
VERY POOR	130	5.8	2247	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

FIRST STARTED USING ROUTE

USESINCE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	65	.	.	.
LESS THAN A MONT	179	7.9	179	7.9
1 MONTH TO 1 YEA	565	25.0	744	32.9
1 TO 5 YEARS	748	33.0	1492	65.9
5 YEARS OR MORE	772	34.1	2264	100.0

DRIVERS ARE COURTEOUS

CURTEOUS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	182	.	.	.
STRONGLY AGREE	316	14.7	316	14.7
AGREE	1070	49.8	1386	64.6
NEUTRAL	539	25.1	1925	89.7
DISAGREE	156	7.3	2081	96.9
STRONGLY DISAGRE	66	3.1	2147	100.0

BUSES/TRAINS COME ON A REGULAR SCHEDULE

REGULAR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	228	.	.	.
STRONGLY AGREE	209	9.9	209	9.9
AGREE	859	40.9	1068	50.8
NEUTRAL	371	17.7	1439	68.5
DISAGREE	467	22.2	1906	90.7
STRONGLY DISAGRE	195	9.3	2101	100.0

BUSES/TRAINS ARE CLEAN

CLEAN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	245	.	.	.
STRONGLY AGREE	142	6.8	142	6.8
AGREE	607	29.1	749	35.9
NEUTRAL	465	22.3	1214	58.3
DISAGREE	583	28.0	1797	86.2
STRONGLY DISAGRE	287	13.8	2084	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

DRIVERS/CONDUCTORS ARE HELPFUL

HELPFUL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	226	.	.	.
STRONGLY AGREE	315	15.0	315	15.0
AGREE	1013	48.2	1328	63.1
NEUTRAL	517	24.6	1845	87.7
DISAGREE	190	9.0	2035	96.8
STRONGLY DISAGRE	68	3.2	2103	100.0

BUSES/TRAINS ARE IN GOOD REPAIR

REPAIR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	255	.	.	.
STRONGLY AGREE	182	8.8	182	8.8
AGREE	725	35.0	907	43.7
NEUTRAL	554	26.7	1461	70.4
DISAGREE	410	19.8	1871	90.2
STRONGLY DISAGRE	203	9.8	2074	100.0

DRIVERS/MOTORMEN OPERATE SAFELY

SAFELY	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	239	.	.	.
STRONGLY AGREE	332	15.9	332	15.9
AGREE	1079	51.6	1411	67.5
NEUTRAL	452	21.6	1863	89.1
DISAGREE	155	7.4	2018	96.6
STRONGLY DISAGRE	72	3.4	2090	100.0

DRIVERS/CONDUCTORS ANNOUNCE STOPS

ANNOUNCE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	256	.	.	.
STRONGLY AGREE	218	10.5	218	10.5
AGREE	653	31.5	871	42.0
NEUTRAL	450	21.7	1321	63.7
DISAGREE	510	24.6	1831	88.3
STRONGLY DISAGRE	242	11.7	2073	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

TRAIN GETS TO DESTINATION QUICKLY

QUICK	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	1753	.	.	.
STRONGLY AGREE	58	10.1	58	10.1
AGREE	277	48.1	335	58.2
NEUTRAL	149	25.9	484	84.0
DISAGREE	71	12.3	555	96.4
STRONGLY DISAGRE	21	3.6	576	100.0

TEMPERATURE/VENTILATION COMFORTABLE

COMFORT	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	214	.	.	.
STRONGLY AGREE	218	10.3	218	10.3
AGREE	853	40.3	1071	50.6
NEUTRAL	402	19.0	1473	69.6
DISAGREE	393	18.6	1866	88.2
STRONGLY DISAGRE	249	11.8	2115	100.0

DESTINATION SIGNS SHOW THE RIGHT ROUTE

SIGNSOK	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	243	.	.	.
STRONGLY AGREE	432	20.7	432	20.7
AGREE	1176	56.4	1608	77.1
NEUTRAL	297	14.2	1905	91.3
DISAGREE	126	6.0	2031	97.4
STRONGLY DISAGRE	55	2.6	2086	100.0

DRIVERS PULL THE BUS CLOSE TO THE CURB

CURB	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	793	.	.	.
STRONGLY AGREE	290	18.9	290	18.9
AGREE	774	50.4	1064	69.3
NEUTRAL	198	12.9	1262	82.2
DISAGREE	184	12.0	1446	94.1
STRONGLY DISAGRE	90	5.9	1536	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

SAFE ON BUS/TRAIN OR AT STATION

SECURE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	193	.	.	.
STRONGLY AGREE	170	8.0	170	8.0
AGREE	489	22.9	659	30.9
NEUTRAL	659	30.9	1318	61.7
DISAGREE	411	19.2	1729	80.9
STRONGLY DISAGRE	407	19.1	2136	100.0

SATISFACTION WITH ROUTE

RTESATIS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	135	.	.	.
VERY GOOD	251	11.4	251	11.4
GOOD	860	39.2	1111	50.6
FAIR	820	37.4	1931	88.0
POOR	183	8.3	2114	96.4
VERY POOR	80	3.6	2194	100.0

FIRST COMMENT

COMMENT1	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	950	.	.	.
COMPLIMENT	70	5.1	70	5.1
MORE SERVICE	224	16.2	294	21.3
SECURITY	185	13.4	479	34.7
CLEANLINESS	125	9.1	604	43.8
HEAT OR A/C	61	4.4	665	48.2
ON TIME	222	16.1	887	64.3
OTHER	492	35.7	1379	100.0

SECOND COMMENT

COMMENT2	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	1887	.	.	.
COMPLIMENT	5	1.1	5	1.1
MORE SERVICE	63	14.3	68	15.4
SECURITY	61	13.8	129	29.2
CLEANLINESS	64	14.5	193	43.7
HEAT OR A/C	44	10.0	237	53.6
ON TIME	56	12.7	293	66.3
OTHER	149	33.7	442	100.0

THIRD COMMENT

COMMENT3	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2211	.	.	.
COMPLIMENT	6	5.1	6	5.1
MORE SERVICE	9	7.6	15	12.7
SECURITY	20	16.9	35	29.7
CLEANLINESS	9	7.6	44	37.3
HEAT OR A/C	16	13.6	60	50.8
ON TIME	17	14.4	77	65.3
OTHER	41	34.7	118	100.0

FOURTH COMMENT

COMMENT4	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2312	.	.	.
CLEANLINESS	2	11.8	2	11.8
HEAT OR A/C	2	11.8	4	23.5
ON TIME	1	5.9	5	29.4
OTHER	12	70.6	17	100.0

MORE THAN FOUR COMMENTS

COMMENT5	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2329	.	.	.

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

SEX

SEX	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	160	.	.	.
MALE	866	39.9	866	39.9
FEMALE	1303	60.1	2169	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	354	.	.	.
2148	1	0.1	1	0.1
7927	1	0.1	2	0.1
19711	1	0.1	3	0.2
23602	1	0.1	4	0.2
31032	1	0.1	5	0.3
38106	1	0.1	6	0.3
48185	1	0.1	7	0.4
50312	1	0.1	8	0.4
60004	1	0.1	9	0.5
60008	2	0.1	11	0.6
60016	3	0.2	14	0.7
60018	1	0.1	15	0.8
60022	1	0.1	16	0.8
60025	1	0.1	17	0.9
60045	1	0.1	18	0.9
60052	1	0.1	19	1.0
60053	1	0.1	20	1.0
60067	1	0.1	21	1.1
60068	4	0.2	25	1.3
60070	1	0.1	26	1.3
60090	1	0.1	27	1.4
60091	2	0.1	29	1.5
60103	1	0.1	30	1.5
60104	1	0.1	31	1.6
60106	1	0.1	32	1.6
60126	1	0.1	33	1.7
60130	2	0.1	35	1.8
60131	1	0.1	36	1.8
60132	1	0.1	37	1.9
60139	1	0.1	38	1.9
60141	1	0.1	39	2.0
60153	6	0.3	45	2.3
60164	1	0.1	46	2.3
60172	1	0.1	47	2.4
60202	7	0.4	54	2.7
60302	4	0.2	58	2.9
60303	1	0.1	59	3.0
60304	7	0.4	66	3.3
60384	1	0.1	67	3.4
60402	7	0.4	74	3.7
60406	1	0.1	75	3.8
60409	1	0.1	76	3.8
60420	1	0.1	77	3.9
60426	4	0.2	81	4.1
60443	1	0.1	82	4.2
60451	1	0.1	83	4.2
60459	1	0.1	84	4.3
60466	1	0.1	85	4.3
60477	1	0.1	86	4.4

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
60521	1	0.1	87	4.4
60523	1	0.1	88	4.5
60525	1	0.1	89	4.5
60534	1	0.1	90	4.6
60546	1	0.1	91	4.6
60558	1	0.1	92	4.7
60601	2	0.1	94	4.8
60602	3	0.2	97	4.9
60607	2	0.1	99	5.0
60608	9	0.5	108	5.5
60609	24	1.2	132	6.7
60610	52	2.6	184	9.3
60611	8	0.4	192	9.7
60612	15	0.8	207	10.5
60613	27	1.4	234	11.8
60614	22	1.1	256	13.0
60615	16	0.8	272	13.8
60616	13	0.7	285	14.4
60617	20	1.0	305	15.4
60618	37	1.9	342	17.3
60619	67	3.4	409	20.7
60620	88	4.5	497	25.2
60621	53	2.7	550	27.8
60622	83	4.2	633	32.1
60623	15	0.8	648	32.8
60624	17	0.9	665	33.7
60625	92	4.7	757	38.3
60626	104	5.3	861	43.6
60627	2	0.1	863	43.7
60628	28	1.4	891	45.1
60629	32	1.6	923	46.7
60630	15	0.8	938	47.5
60631	8	0.4	946	47.9
60632	6	0.3	952	48.2
60634	13	0.7	965	48.9
60635	2	0.1	967	49.0
60636	74	3.7	1041	52.7
60637	78	3.9	1119	56.7
60638	12	0.6	1131	57.3
60639	16	0.8	1147	58.1
60640	53	2.7	1200	60.8
60641	12	0.6	1212	61.4
60642	2	0.1	1214	61.5
60643	14	0.7	1228	62.2
60644	32	1.6	1260	63.8
60645	55	2.8	1315	66.6
60646	33	1.7	1348	68.3
60647	28	1.4	1376	69.7
60648	3	0.2	1379	69.8
60649	50	2.5	1429	72.4

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
60650	8	0.4	1437	72.8
60651	157	7.9	1594	80.7
60652	7	0.4	1601	81.1
60653	21	1.1	1622	82.1
60654	2	0.1	1624	82.2
60655	4	0.2	1628	82.4
60656	16	0.8	1644	83.2
60657	50	2.5	1694	85.8
60659	139	7.0	1833	92.8
60660	124	6.3	1957	99.1
60665	1	0.1	1958	99.1
60690	1	0.1	1959	99.2
60693	1	0.1	1960	99.2
60695	2	0.1	1962	99.3
60708	1	0.1	1963	99.4
61118	1	0.1	1964	99.4
61407	1	0.1	1965	99.5
66026	3	0.2	1968	99.6
66051	1	0.1	1969	99.7
66060	1	0.1	1970	99.7
68618	1	0.1	1971	99.8
75075	1	0.1	1972	99.8
90032	1	0.1	1973	99.9
92116	1	0.1	1974	99.9
96069	1	0.1	1975	100.0

AGE

AGE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	156	.	.	.
12 - 17	199	9.2	199	9.2
18 - 24	492	22.6	691	31.8
25 - 34	652	30.0	1343	61.8
35 - 44	379	17.4	1722	79.2
45 - 64	324	14.9	2046	94.2
65 OR OVER	127	5.8	2173	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

RACE/ETHNIC GROUP

RACE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	185	.	.	.
HISPANIC	181	8.4	181	8.4
OTHER	196	9.1	377	17.6
BLACK	1021	47.6	1398	65.2
WHITE	746	34.8	2144	100.0

NUMBER IN HOUSEHOLD

HSEHLD	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	243	.	.	.
1	279	13.4	279	13.4
2	484	23.2	763	36.6
3	436	20.9	1199	57.5
4	399	19.1	1598	76.6
5	257	12.3	1855	88.9
6 OR MORE	231	11.1	2086	100.0

NUMBER OF VEHICLES AVAILABLE

VEHAVAIL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	217	.	.	.
0	683	32.3	683	32.3
1	740	35.0	1423	67.4
2	467	22.1	1890	89.5
3 OR MORE	222	10.5	2112	100.0

INCOME

INCOME	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	458	.	.	.
UNDER $10,000	409	21.9	409	21.9
$10,001 - $20,00	489	26.1	898	48.0
$20,001 - $30,00	396	21.2	1294	69.2
$30,001 - $40,00	279	14.9	1573	84.1
$40,001 - $50,00	145	7.7	1718	91.8
OVER $50,000	153	8.2	1871	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOW SURVEY WAS RETURNED

RETURN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
MAILED BACK	750	32.2	750	32.2
WORKER COLLECTED	1357	58.3	2107	90.5
WORKER MAILED IN	222	9.5	2329	100.0

ROUTE RESPONDENT WAS RIDING

ROUTE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
63 63RD	317	13.6	317	13.6
66 CHICAGO	187	8.0	504	21.6
155 DEVON	296	12.7	800	34.3
79 79TH	263	11.3	1063	45.6
70 DIVISION	287	12.3	1350	58.0
84 PETERSON	343	14.7	1693	72.7
RAVENSWOOD	295	12.7	1988	85.4
O'HARE	341	14.6	2329	100.0

DATE SURVEY WAS TAKEN

SURVDAY	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
TUESDAY 11/15	916	39.3	916	39.3
WEDNESDAY 11/16	797	34.2	1713	73.6
THURSDAY 11/17	616	26.4	2329	100.0

FIELD WORKER

WORKER	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
BRAHMANDAM	304	13.1	304	13.1
BROWN	255	10.9	559	24.0
CASIMIR, J	344	14.8	903	38.8
FERNANDEZ	149	6.4	1052	45.2
HENDON, R	184	7.9	1236	53.1
JUNIOUS	50	2.1	1286	55.2
MARSHALL	167	7.2	1453	62.4
MCBLACKWELL	261	11.2	1714	73.6
MURPHY	157	6.7	1871	80.3
RUCKER	227	9.7	2098	90.1
WILKINS	231	9.9	2329	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

BEFORE OR AFTER WAVE

WAVE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
BEFORE	2329	100.0	2329	100.0

NUMBER OF COMMENTS

NUMCOM	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	943	40.5	943	40.5
1	944	40.5	1887	81.0
2	324	13.9	2211	94.9
3	101	4.3	2312	99.3
4	17	0.7	2329	100.0

NUMBER OF EVALUATIONS (Q5) ANSWERED

NUMEVAL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	89	3.8	89	3.8
1	23	1.0	112	4.8
2	8	0.3	120	5.2
3	15	0.6	135	5.8
4	12	0.5	147	6.3
5	7	0.3	154	6.6
6	18	0.8	172	7.4
7	22	0.9	194	8.3
8	41	1.8	235	10.1
9	96	4.1	331	14.2
10	304	13.1	635	27.3
11	1694	72.7	2329	100.0

COMPLIMENTS

GOODSVC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2249	96.6	2249	96.6
1	79	3.4	2328	100.0
2	1	0.0	2329	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

REQUESTS FOR MORE SERVICE

MORESVC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2039	87.5	2039	87.5
1	284	12.2	2323	99.7
2	6	0.3	2329	100.0

SAFETY CONCERNS

SECURITY	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2063	88.6	2063	88.6
1	266	11.4	2329	100.0

EQUIPMENT CLEANLINESS

NOTCLEAN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2129	91.4	2129	91.4
1	200	8.6	2329	100.0

HEAT OR AIR CONDITIONING

HEATAC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2209	94.8	2209	94.8
1	117	5.0	2326	99.9
2	3	0.1	2329	100.0

SCHEDULE ADHERANCE

ONTIME	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2034	87.3	2034	87.3
1	294	12.6	2328	100.0
2	1	0.0	2329	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

OTHER COMMENTS

OTHCOMM	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	1683	72.3	1683	72.3
1	605	26.0	2288	98.2
2	34	1.5	2322	99.7
3	7	0.3	2329	100.0

UNREADABLE COMMENTS

INVALID	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2323	99.7	2323	99.7
1	6	0.3	2329	100.0

TREATMENT/CONTROL ROUTES

PAIR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
DEVON/PETERSON	639	27.4	639	27.4
CHICAGO/DIVISION	474	20.4	1113	47.8
63RD/79TH	580	24.9	1693	72.7
RAVE/O'HARE	636	27.3	2329	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

TIMES BOARDED LAST WEEK

NUMRIDE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	81	.	.	.
1 OR LESS	321	10.1	321	10.1
2	183	5.8	504	15.9
3	131	4.1	635	20.1
4	207	6.5	842	26.6
5	358	11.3	1200	37.9
6	197	6.2	1397	44.2
7	136	4.3	1533	48.5
8	162	5.1	1695	53.6
9	42	1.3	1737	54.9
10	700	22.1	2437	77.0
11	53	1.7	2490	78.7
12 OR MORE	673	21.3	3163	100.0

CURRENT TRIP PURPOSE

TRIPPURP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	163	.	.	.
WORK	1626	52.8	1626	52.8
SHOPPING	184	6.0	1810	58.7
SCHOOL	742	24.1	2552	82.8
OTHER	529	17.2	3081	100.0

OVERALL SATISFACTION WITH CTA

TOTSATIS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	56	.	.	.
VERY GOOD	275	8.6	275	8.6
GOOD	1121	35.2	1396	43.8
FAIR	1255	39.4	2651	83.2
POOR	369	11.6	3020	94.7
VERY POOR	168	5.3	3188	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

FIRST STARTED USING ROUTE

USESINCE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	45	.	.	.
LESS THAN A MONT	264	8.3	264	8.3
1 MONTH TO 1 YEA	788	24.6	1052	32.9
1 TO 5 YEARS	1079	33.7	2131	66.6
5 YEARS OR MORE	1068	33.4	3199	100.0

DRIVERS ARE COURTEOUS

CURTEOUS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	167	.	.	.
STRONGLY AGREE	442	14.4	442	14.4
AGREE	1477	48.0	1919	62.4
NEUTRAL	847	27.5	2766	89.9
DISAGREE	219	7.1	2985	97.0
STRONGLY DISAGRE	92	3.0	3077	100.0

BUSES/TRAINS COME ON A REGULAR SCHEDULE

REGULAR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	190	.	.	.
STRONGLY AGREE	281	9.2	281	9.2
AGREE	1245	40.8	1526	50.0
NEUTRAL	527	17.3	2053	67.2
DISAGREE	706	23.1	2759	90.3
STRONGLY DISAGRE	295	9.7	3054	100.0

BUSES/TRAINS ARE CLEAN

CLEAN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	236	.	.	.
STRONGLY AGREE	141	4.7	141	4.7
AGREE	841	28.0	982	32.6
NEUTRAL	678	22.5	1660	55.2
DISAGREE	879	29.2	2539	84.4
STRONGLY DISAGRE	469	15.6	3008	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

DRIVERS/CONDUCTORS ARE HELPFUL

HELPFUL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	239	.	.	.
STRONGLY AGREE	417	13.9	417	13.9
AGREE	1444	48.1	1861	61.9
NEUTRAL	772	25.7	2633	87.6
DISAGREE	245	8.2	2878	95.8
STRONGLY DISAGRE	127	4.2	3005	100.0

BUSES/TRAINS ARE IN GOOD REPAIR

REPAIR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	229	.	.	.
STRONGLY AGREE	237	7.9	237	7.9
AGREE	1165	38.6	1402	46.5
NEUTRAL	851	28.2	2253	74.7
DISAGREE	521	17.3	2774	92.0
STRONGLY DISAGRE	241	8.0	3015	100.0

DRIVERS/MOTORMEN OPERATE SAFELY

SAFELY	FREQUENCY.	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	222	.	.	.
STRONGLY AGREE	490	16.2	490	16.2
AGREE	1654	54.7	2144	70.9
NEUTRAL	589	19.5	2733	90.4
DISAGREE	188	6.2	2921	96.7
STRONGLY DISAGRE	101	3.3	3022	100.0

DRIVERS/CONDUCTORS ANNOUNCE STOPS

ANNOUNCE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	242	.	.	.
STRONGLY AGREE	375	12.5	375	12.5
AGREE	1092	36.4	1467	48.9
NEUTRAL	580	19.3	2047	68.2
DISAGREE	618	20.6	2665	88.8
STRONGLY DISAGRE	337	11.2	3002	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

TRAIN GETS TO DESTINATION QUICKLY

QUICK	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2210	.	.	.
STRONGLY AGREE	134	13.0	134	13.0
AGREE	539	52.1	673	65.1
NEUTRAL	194	18.8	867	83.8
DISAGREE	125	12.1	992	95.9
STRONGLY DISAGRE	42	4.1	1034	100.0

TEMPERATURE/VENTILATION COMFORTABLE

COMFORT	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	218	.	.	.
STRONGLY AGREE	315	10.4	315	10.4
AGREE	1266	41.8	1581	52.2
NEUTRAL	582	19.2	2163	71.5
DISAGREE	548	18.1	2711	89.6
STRONGLY DISAGRE	315	10.4	3026	100.0

DESTINATION SIGNS SHOW THE RIGHT ROUTE

SIGNSOK	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	243	.	.	.
STRONGLY AGREE	619	20.6	619	20.6
AGREE	1745	58.1	2364	78.8
NEUTRAL	388	12.9	2752	91.7
DISAGREE	178	5.9	2930	97.6
STRONGLY DISAGRE	71	2.4	3001	100.0

DRIVERS PULL THE BUS CLOSE TO THE CURB

CURB	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	1240	.	.	.
STRONGLY AGREE	353	17.6	353	17.6
AGREE	984	49.1	1337	66.7
NEUTRAL	303	15.1	1640	81.8
DISAGREE	238	11.9	1878	93.7
STRONGLY DISAGRE	126	6.3	2004	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

SAFE ON BUS/TRAIN OR AT STATION

SECURE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	199	.	.	.
STRONGLY AGREE	227	7.5	227	7.5
AGREE	715	23.5	942	30.9
NEUTRAL	895	29.4	1837	60.3
DISAGREE	612	20.1	2449	80.4
STRONGLY DISAGRE	596	19.6	3045	100.0

SATISFACTION WITH ROUTE

RTESATIS	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	112	.	.	.
VERY GOOD	358	11.4	358	11.4
GOOD	1304	41.6	1662	53.1
FAIR	1117	35.7	2779	88.7
POOR	243	7.8	3022	96.5
VERY POOR	110	3.5	3132	100.0

FIRST COMMENT

COMMENT1	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	1289	.	.	.
COMPLIMENT	120	6.1	120	6.1
MORE SERVICE	326	16.7	446	22.8
SECURITY	235	12.0	681	34.8
CLEANLINESS	167	8.5	848	43.4
HEAT OR A/C	151	7.7	999	51.1
ON TIME	436	22.3	1435	73.4
OTHER	520	26.6	1955	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

SECOND COMMENT

COMMENT2	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2594	.	.	.
COMPLIMENT	14	2.2	14	2.2
MORE SERVICE	52	8.0	66	10.2
SECURITY	96	14.8	162	24.9
CLEANLINESS	96	14.8	258	39.7
HEAT OR A/C	77	11.8	335	51.5
ON TIME	114	17.5	449	69.1
OTHER	201	30.9	650	100.0

THIRD COMMENT

COMMENT3	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	3084	.	.	.
COMPLIMENT	4	2.5	4	2.5
MORE SERVICE	7	4.4	11	6.9
SECURITY	32	20.0	43	26.9
CLEANLINESS	17	10.6	60	37.5
HEAT OR A/C	28	17.5	88	55.0
ON TIME	20	12.5	108	67.5
OTHER	52	32.5	160	100.0

FOURTH COMMENT

COMMENT4	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	3217	.	.	.
MORE SERVICE	3	11.1	3	11.1
SECURITY	4	14.8	7	25.9
CLEANLINESS	1	3.7	8	29.6
HEAT OR A/C	6	22.2	14	51.9
ON TIME	8	29.6	22	81.5
OTHER	5	18.5	27	100.0

MORE THAN FOUR COMMENTS

COMMENT5	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	3236	.	.	.
5 OR MORE COMMEN	8	100.0	8	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

SEX

SEX	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	170	.	.	.
MALE	1457	47.4	1457	47.4
FEMALE	1617	52.6	3074	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	343	.	.	.
6043	1	0.0	1	0.0
6065	1	0.0	2	0.1
10027	1	0.0	3	0.1
23464	1	0.0	4	0.1
40163	1	0.0	5	0.2
46323	1	0.0	6	0.2
46394	1	0.0	7	0.2
47748	1	0.0	8	0.3
49505	1	0.0	9	0.3
49507	1	0.0	10	0.3
60004	1	0.0	11	0.4
60005	1	0.0	12	0.4
60006	1	0.0	13	0.4
60010	1	0.0	14	0.5
60016	4	0.1	18	0.6
60018	4	0.1	22	0.8
60025	2	0.1	24	0.8
60028	1	0.0	25	0.9
60047	1	0.0	26	0.9
60048	1	0.0	27	0.9
60053	2	0.1	29	1.0
60056	1	0.0	30	1.0
60059	1	0.0	31	1.1
60062	2	0.1	33	1.1
60068	9	0.3	42	1.4
60076	5	0.2	47	1.6
60077	5	0.2	52	1.8
60089	3	0.1	55	1.9
60090	1	0.0	56	1.9
60091	1	0.0	57	2.0
60094	1	0.0	58	2.0
60104	2	0.1	60	2.1
60106	1	0.0	61	2.1
60120	1	0.0	62	2.1
60130	5	0.2	67	2.3
60153	3	0.1	70	2.4
60154	1	0.0	71	2.4
60171	2	0.1	73	2.5
60172	1	0.0	74	2.6
60176	3	0.1	77	2.7
60194	1	0.0	78	2.7
60195	2	0.1	80	2.8
60201	5	0.2	85	2.9
60202	4	0.1	89	3.1
60302	9	0.3	98	3.4
60304	6	0.2	104	3.6
60402	2	0.1	106	3.7
60409	1	0.0	107	3.7
60411	1	0.0	108	3.7

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
60415	1	0.0	109	3.8
60419	1	0.0	110	3.8
60420	1	0.0	111	3.8
60425	2	0.1	113	3.9
60429	1	0.0	114	3.9
60430	1	0.0	115	4.0
60433	1	0.0	116	4.0
60452	1	0.0	117	4.0
60459	3	0.1	120	4.1
60466	1	0.0	121	4.2
60476	1	0.0	122	4.2
60477	1	0.0	123	4.2
60525	1	0.0	124	4.3
60542	1	0.0	125	4.3
60546	1	0.0	126	4.3
60600	1	0.0	127	4.4
60601	4	0.1	131	4.5
60602	2	0.1	133	4.6
60603	2	0.1	135	4.7
60604	1	0.0	136	4.7
60605	3	0.1	139	4.8
60606	2	0.1	141	4.9
60607	9	0.3	150	5.2
60608	10	0.3	160	5.5
60609	21	0.7	181	6.2
60610	100	3.4	281	9.7
60611	16	0.6	297	10.2
60612	37	1.3	334	11.5
60613	76	2.6	410	14.1
60614	61	2.1	471	16.2
60615	21	0.7	492	17.0
60616	17	0.6	509	17.5
60617	67	2.3	576	19.9
60618	58	2.0	634	21.9
60619	81	2.8	715	24.6
60620	110	3.8	825	28.4
60621	60	2.1	885	30.5
60622	132	4.6	1017	35.1
60623	43	1.5	1060	36.5
60624	61	2.1	1121	38.6
60625	147	5.1	1268	43.7
60626	122	4.2	1390	47.9
60627	8	0.3	1398	48.2
60628	34	1.2	1432	49.4
60629	60	2.1	1492	51.4
60630	39	1.3	1531	52.8
60631	18	0.6	1549	53.4
60632	14	0.5	1563	53.9
60633	1	0.0	1564	53.9
60634	15	0.5	1579	54.4

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

HOME ZIP CODE

ZIP	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
60635	5	0.2	1584	54.6
60636	88	3.0	1672	57.6
60637	67	2.3	1739	59.9
60638	23	0.8	1762	60.7
60639	18	0.6	1780	61.4
60640	82	2.8	1862	64.2
60641	32	1.1	1894	65.3
60642	4	0.1	1898	65.4
60643	15	0.5	1913	65.9
60644	54	1.9	1967	67.8
60645	68	2.3	2035	70.1
60646	41	1.4	2076	71.6
60647	65	2.2	2141	73.8
60648	11	0.4	2152	74.2
60649	108	3.7	2260	77.9
60650	13	0.4	2273	78.4
60651	218	7.5	2491	85.9
60652	19	0.7	2510	86.5
60653	21	0.7	2531	87.2
60654	2	0.1	2533	87.3
60655	8	0.3	2541	87.6
60656	13	0.4	2554	88.0
60657	65	2.2	2619	90.3
60659	143	4.9	2762	95.2
60660	120	4.1	2882	99.3
60661	1	0.0	2883	99.4
60663	1	0.0	2884	99.4
60668	1	0.0	2885	99.4
60669	1	0.0	2886	99.5
60672	1	0.0	2887	99.5
60677	1	0.0	2888	99.6
60690	3	0.1	2891	99.7
60691	1	0.0	2892	99.7
60699	2	0.1	2894	99.8
61342	1	0.0	2895	99.8
62040	1	0.0	2896	99.8
62064	1	0.0	2897	99.9
63069	1	0.0	2898	99.9
65066	1	0.0	2899	99.9
65067	1	0.0	2900	100.0
85208	1	0.0	2901	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

AGE

AGE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	161	.	.	.
12 - 17	354	11.5	354	11.5
18 - 24	787	25.5	1141	37.0
25 - 34	849	27.5	1990	64.5
35 - 44	550	17.8	2540	82.4
45 - 64	407	13.2	2947	95.6
65 OR OVER	136	4.4	3083	100.0

RACE/ETHNIC GROUP

RACE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	228	.	.	.
HISPANIC	290	9.6	290	9.6
OTHER	256	8.5	546	18.1
BLACK	1400	46.4	1946	64.5
WHITE	1070	35.5	3016	100.0

NUMBER IN HOUSEHOLD

HSEHLD	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	210	.	.	.
1	397	13.1	397	13.1
2	665	21.9	1062	35.0
3	558	18.4	1620	53.4
4	570	18.8	2190	72.2
5	405	13.3	2595	85.5
6 OR MORE	439	14.5	3034	100.0

NUMBER OF VEHICLES AVAILABLE

VEHAVAIL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	250	.	.	..
0	875	29.2	875	29.2
1	1054	35.2	1929	64.4
2	672	22.4	2601	86.9
3 OR MORE	393	13.1	2994	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

INCOME

INCOME	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	575	.	.	.
UNDER $10,000	583	21.8	583	21.8
$10,001 - $20,00	613	23.0	1196	44.8
$20,001 - $30,00	559	20.9	1755	65.8
$30,001 - $40,00	394	14.8	2149	80.5
$40,001 - $50,00	232	8.7	2381	89.2
OVER $50,000	288	10.8	2669	100.0

HOW SURVEY WAS RETURNED

RETURN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
MAILED BACK	723	22.3	723	22.3
WORKER COLLECTED	2521	77.7	3244	100.0

ROUTE RESPONDENT WAS RIDING

ROUTE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
63 63RD	407	12.5	407	12.5
66 CHICAGO	420	12.9	827	25.5
155 DEVON	242	7.5	1069	33.0
79 79TH	378	11.7	1447	44.6
70 DIVISION	362	11.2	1809	55.8
84 PETERSON	371	11.4	2180	67.2
RAVENSWOOD	595	18.3	2775	85.5
O'HARE	469	14.5	3244	100.0

DATE SURVEY WAS TAKEN

SURVDAY	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	66	.	.	.
TUESDAY 2/7	855	26.9	855	26.9
WEDNESDAY 2/8	872	27.4	1727	54.3
THURSDAY 2/9	644	20.3	2371	74.6
FRIDAY 2/10	600	18.9	2971	93.5
WEDNESDAY 2/15	207	6.5	3178	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

FIELD WORKER

WORKER	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
.	2	.	.	.
CASIMIR, J	877	27.1	877	27.1
HENDON, R	427	13.2	1304	40.2
MARSHALL	578	17.8	1882	58.1
RUCKER	512	15.8	2394	73.8
AMOS	214	6.6	2608	80.4
BOATNER	24	0.7	2632	81.2
CASIMIR, E	525	16.2	3157	97.4
SETTACIOLI	85	2.6	3242	100.0

BEFORE OR AFTER WAVE

WAVE	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
AFTER	3244	100.0	3244	100.0

NUMBER OF COMMENTS

NUMCOM	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	1234	38.0	1234	38.0
1	1359	41.9	2593	79.9
2	492	15.2	3085	95.1
3	133	4.1	3218	99.2
4	18	0.6	3236	99.8
5 OR MORE	8	0.2	3244	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

NUMBER OF EVALUATIONS (Q5) ANSWERED

NUMEVAL	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	74	2.3	74	2.3
1	21	0.6	95	2.9
2	9	0.3	104	3.2
3	9	0.3	113	3.5
4	9	0.3	122	3.8
5	14	0.4	136	4.2
6	9	0.3	145	4.5
7	25	0.8	170	5.2
8	43	1.3	213	6.6
9	103	3.2	316	9.7
10	382	11.8	698	21.5
11	2546	78.5	3244	100.0

COMPLIMENTS

GOODSVC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	3106	95.7	3106	95.7
1	138	4.3	3244	100.0

REQUESTS FOR MORE SERVICE

MORESVC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2857	88.1	2857	88.1
1	386	11.9	3243	100.0
2	1	0.0	3244	100.0

SAFETY CONCERNS

SECURITY	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2877	88.7	2877	88.7
1	367	11.3	3244	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

EQUIPMENT CLEANLINESS

NOTCLEAN	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2963	91.3	2963	91.3
1	281	8.7	3244	100.0

HEAT OR AIR CONDITIONING

HEATAC	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2982	91.9	2982	91.9
1	262	8.1	3244	100.0

SCHEDULE ADHERANCE

ONTIME	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2667	82.2	2667	82.2
1	576	17.8	3243	100.0
2	1	0.0	3244	100.0

OTHER COMMENTS

OTHCOMM	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	2468	76.1	2468	76.1
1	774	23.9	3242	99.9
2	2	0.1	3244	100.0

UNREADABLE COMMENTS

INVALID	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
0	3190	98.3	3190	98.3
1	54	1.7	3244	100.0

ONE-WAY DISTRIBUTION OF ALL QUESTIONS

TREATMENT/CONTROL ROUTES

PAIR	FREQUENCY	PERCENT	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT
DEVON/PETERSON	613	18.9	613	18.9
CHICAGO/DIVISION	782	24.1	1395	43.0
63RD/79TH	785	24.2	2180	67.2
RAVE/O'HARE	1064	32.8	3244	100.0

APPENDIX C
RED CARPET SURVEY
BEFORE AND AFTER DATA
AVERAGE RIDER SATISFACTION SCORES

BEFORE OR AFTER WAVE BEFORE

		ROUTE RESPONDENT WAS RIDING							
		63 63RD	66 CHICAGO	155 DEVON	79 79TH	70 DIVISION	84 PETERSON	RAVENSWOOD	O'HARE
DRIVERS COURTEOUS	AVERAGE SATISFACTION	2.35	2.34	2.04	2.72	2.47	2.36	2.20	2.30
KEEP TO REGULAR SCHEDULE	AVERAGE SATISFACTION	2.96	2.99	2.54	3.16	3.02	2.69	2.51	2.68
CLEANLINESS	AVERAGE SATISFACTION	3.40	3.18	2.61	3.63	3.47	2.97	2.76	3.12
DRIVERS HELPFUL	AVERAGE SATISFACTION	2.36	2.39	2.19	2.66	2.53	2.41	2.18	2.33
VEHICLES IN REPAIR	AVERAGE SATISFACTION	3.06	2.97	2.46	3.33	3.27	2.80	2.53	2.67
OPERATE SAFELY	AVERAGE SATISFACTION	2.29	2.36	2.11	2.57	2.54	2.27	2.14	2.28
ANNOUNCING STOPS	AVERAGE SATISFACTION	3.13	3.17	3.14	3.33	3.22	3.20	2.28	2.37
OPERATE QUICKLY	AVERAGE SATISFACTION	.	.	.	.	.	.	2.57	2.47
COMFORTABLE TEMPERATURE	AVERAGE SATISFACTION	2.86	2.93	2.61	3.31	3.03	2.71	2.57	2.64
DESTINATION SIGNS OK	AVERAGE SATISFACTION	2.25	2.21	1.85	2.38	2.22	2.03	2.18	2.05
PULL BUS TO CURB	AVERAGE SATISFACTION	2.36	2.47	2.25	2.52	2.39	2.23	.	.
SECURITY	AVERAGE SATISFACTION	3.36	3.35	2.59	3.63	3.53	2.68	3.10	3.43

APPENDIX C
RED CARPET SURVEY
BEFORE AND AFTER DATA
AVERAGE RIDER SATISFACTION SCORES

BEFORE OR AFTER WAVE AFTER

		ROUTE RESPONDENT WAS RIDING							
		63 63RD	66 CHICAGO	155 DEVON	79 79TH	70 DIVISION	84 PETERSON	RAVENSWOOD	O'HARE
DRIVERS COURTEOUS	AVERAGE SATISFACTION	2.69	2.41	2.16	2.78	2.46	2.20	2.10	2.24
KEEP TO REGULAR SCHEDULE	AVERAGE SATISFACTION	3.15	2.84	2.42	3.24	3.01	2.74	2.58	2.74
CLEANLINESS	AVERAGE SATISFACTION	3.57	3.21	2.75	3.74	3.42	3.08	2.93	3.19
DRIVERS HELPFUL	AVERAGE SATISFACTION	2.74	2.45	2.33	2.70	2.52	2.26	2.19	2.24
VEHICLES IN REPAIR	AVERAGE SATISFACTION	2.96	2.80	2.37	3.30	3.04	2.73	2.52	2.66
OPERATE SAFELY	AVERAGE SATISFACTION	2.54	2.33	1.97	2.45	2.35	2.12	2.10	2.20
ANNOUNCING STOPS	AVERAGE SATISFACTION	3.36	3.16	3.04	3.25	3.19	2.94	2.08	2.23
OPERATE QUICKLY	AVERAGE SATISFACTION	.	.	.	.	.	.	2.37	2.49
COMFORTABLE TEMPERATURE	AVERAGE SATISFACTION	2.95	2.71	2.47	3.12	2.78	2.58	2.65	2.82
DESTINATION SIGNS OK	AVERAGE SATISFACTION	2.32	2.16	1.93	2.35	2.24	1.95	1.97	2.04
PULL BUS TO CURB	AVERAGE SATISFACTION	2.66	2.44	2.20	2.54	2.45	2.05	.	.
SECURITY	AVERAGE SATISFACTION	3.65	3.37	2.56	3.50	3.45	2.68	3.01	3.31

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